

In regards to FCC Proceeding 13-24, Misuse of Internet Protocol (P) Captioned Telephone Service, and 03-123, Telecommunications Relay Service; Comment on proposed Interstate TRS reimbursement rates for Fund Year 2010-2011

I am extremely frustrated about the proposed FCC proceeding #13—24 regarding Internet Protocol (IP) Captioned Telephone Service (CTS). It undermines the American's with Disabilities Act, and represents a setback to hearing impaired Americans!

- 1) The FCC should not require individuals with hearing loss to pay a minimum of \$75 for a captioning telephone. Forcing CTS Providers to 'sell' the device will prevent access for many. IP CTS customers are already required to pay for long distance telephone service and broadband Internet access in order to use CTS, as well as for any non-captioning phones they already have. The \$75 fee seems like an additional tax on the elderly and hearing impaired, especially because they cannot access captioning without a special phone. Certification of hearing loss should be sufficient!
- 2) The FCC should not require individuals who have received a captioning telephone at no cost in the past to now obtain and submit professional certification of their hearing loss, or discontinue using it. This will frustrate and confuse many elderly CTS users.
- 3) The FCC should not require that captioned telephones always default to the 'captions off' position, requiring users to go through a process to turn captions on before making or receiving a phone call. This is not functional equivalency. This will also confuse and ultimately prevent many elderly CTS users from using and benefiting from this technology.

It is the FCC's obligation to support the ADA and stop putting up roadblocks and barriers to access or use CTS. The FCC philosophy seems to be, *"reduce the cost of ADA programs by reducing the number of people who are aware of them and who use them."* Please slow down and take the time to better understand CTS and the hearing impaired seniors who need it, before implementing changes that will make it cost prohibitive to access the service, and more challenging to use the service!

It's unfortunate, disturbing, and unfair that the Federal Communications Commission is trying to impose these intense regulations - which adversely affect the businesses which provide captioned telephone service, and more importantly, unfairly inconveniences and frustrates the already struggling users of said service – just to save a buck in their own pocket.

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